

Appendix G

Promotional Items



Idaho
Relay

Idaho Outreach Activities 2005

Date:	Activity	# of people
4-Jan	One-on-One VRS user in Nampa	1
8-Jan	BVDC Memorial Event -- TRS users	35
21-Jan	SILC info on accessibility to telephones	20
21-Jan	ISU ADA office meeting	2
1-Feb	independent Living Conference Boise -- exhibit booth	200
2-Feb	independent Living Conference	200
3-Feb	independent Living Conference	200
4-Feb	meeting with PUC Administrator	4
12-Feb	BVDC gathering	15
22-Feb	Boise hospital panel on disabilities	35
23-Feb	One-on-One with Blackfoot user	2
24-Feb	CDHH legislative breakfast exhibit	40
24-Feb	CDHH board meeting	25
25-Feb	One-on-One Boise with late-deafened user	2
25-Feb	demo at West Jr High School	45
2-Mar	Career Day -- guest speaker at elementary school	35
3-Mar	meeting with BVDC president	1
4-Mar	CSI townhall meeting	15
5-Mar	One-on-One user in Arco late deafened	1
5-Mar	One-on-One with CSI disabilities access coordinator	2
8-Mar	One-on-One VRS install in Boise	2
10-Mar	NWAAD coaches dinner	15
11-Mar	NWAAD tourney -- Hamilton main sponsor	300
12-Mar	NWAAD tourney -- Hamilton main sponsor	300
17-Mar	meeting with BVDC board	7
28-Mar	VCO user education 1:1 in Kuna	1
1-Apr	ISDB Family weekend presentations	60
2-Apr	ISDB Family weekend presentations	60
9-Apr	BVDC Deaf Fest--booth, presentations	120
21-Apr	meeting with voice user feedback Boise	1
29-Apr	CDHH board meeting	30
30-Apr	women's gathering -- hearing audience presentation	5
20-Jul	Meeting with Bob Dunbar	1
22-Jul	CDHH Meeting	25
9-Aug	Customer visit for VP problem	2
10-Aug	Customer visit for VP problem	2
11-Aug	Customer visit to CSI for VP issue	3
12-Aug	meeting with BVDC president	1
13-Aug	BVDC Campout	10
1-Sep	Customer home visit for VP	1
1-Sep	Customer home visit for VP	1
1-Sep	SHHH meeting	6
10-Sep	BVDC Picnic	35
23-Sep	1:1 meeting - Gooding	2
23-Sep	1:1 meeting - Burley	3
23-Sep	1:1 meeting - Acequia	2
24-Sep	2 1:1 meeting - Idaho Falls	7
24-Sep	2 1:1 meeting - Gooding	3
25-Sep	1:1 meeting - Eagle	1
7-Oct	DAC Meeting Moscow	2
7-Oct	Town hall meeting Moscow	40
8-Oct	Town hall meeting Lewiston	15
8-Oct	ISDB Meeting in Lewiston	2
12-Nov	BVDC Thanksgiving Day celebration	25
1-Dec	Install VP's at Micron and provide training	4

8-Dec	Santa Event at CSI	50
9-Dec	BVDC Christmas event - hosted Santa and treats	70
12-Dec	Training for VCO client at a nursing home	3
14-Dec	Meeting with Hillcrest to discuss relay options	1
14-Dec	Meeting with Bob Dunbar	1
16-Dec	Meeting with BVDC president and vice-president	2

National Outreach Activities 2005

Date:	Activity	# of people
March 9-11	Intermountain Speech and Hearing Convention - Utah	300
14-May	Celebrate Communication - Northern Virginia Resource Center	
June 29-July 2	SHHH Conference - Washington, DC	500
June 30-July 2	Florida Association of the Deaf Conference	
July 9-14	TDI Conference - New Orleans, LA	250
Aug 31-Sept 5	Deaf Seniors of America - San Francisco, CA	
Sept 7-11	NASRA - Tucson, AZ	
17-Sep	NAD 125th Anniversary Celebration	
Nov 11-13	NAD Region II Conference - Omaha, NE	100

Idaho Outreach Activities 2006

Date:	Activity	# of people
28-Apr	CDHH	31
28-Apr	Introduced CapTel --Meridian	2
29-Apr	BSU Hand Talk Club -- CapTel/Inspire Chat	40
29-Apr	Pier 49 Pizza -- CapTel/Inspire Chat	60
1-May	Introduced CapTel -- Boise	2
6-May	Introduced Inspire Chat -- Boise	1
10-May	St. Alphonsus Medical Center Accessibility Team	4
11-May	CDHH	1
11-May	CapTel demo -- Glenns Ferry	3
22-May	Met with Meridian School District	1
24-May	CapTel demo -- Meridian	6
25-May	CapTel demo -- Meridian	2
26-May	CapTel demo -- Meridian	2
26-May	Silent Lunch -- Promote CapTel and Inspire Chat	6
29-May	Promote CapTel and Inspire Chat -- Meridian	8
30-May	CapTel demo -- Boise	2
1-Jun	Help distribute Press Release for CapTel use in Idaho	
Jun 8-10	Coeur d'Alene Regional Vocational Rehabilitation Office	7
Jun 8-10	Northern Idaho College Center for Educational Access	1
Jun 8-10	Area Agency on Aging	1
Jun 8-10	Northern Idaho Cancer Center	1
Jun 8-10	Ear, Nose, Throat at 700 W. Ironwood	1
Jun 8-10	Audiologists at 700 W. Ironwood	1
Jun 8-10	Jacs Whiteman	1
Jun 8-10	Legends Park Retirement and Assisted Living	1
Jun 8-10	Coeur d'Alene Library -- Presentation	20
Jun 8-10	Kootenai Medical Center	1
Jun 8-10	McGrane Center (Rehabilitation center)	4
Jun 8-10	Loyalton Retirement and Assisted Living	3
Jun 8-10	Bestland Retirement Apartments	1
Jun 8-10	Sunset Terrace Nursing and Rehabilitation Center	4
Jun 8-10	Beehive Homes	1
12-Jun	CapTel set up and VCO Assistance	1
13-Jun	VCO Assistance -- Boise	1
14-Jun	CapTel -- Gooding	1
21-Jun	Standard Journal -- Rexburg. CapTel Press Release	2

June	Extensive outreach with a customer regarding CapTel	1
June	Community Outreach -- IAD/ISDB Celebration Logistics	4
June	Extensive outreach with new and potential CapTel users	25
June-July	Arranged CapTel donations for CDHH	4
July	Arranged distribution of CapTel donations	
July	Extensive outreach with new and potential VRS customers.	
July	Extensive outreach with new and potential CapTel users.	
July	Extensive Community Outreach with IAD, ISDB, FWGAD, and CDHH	
4-Jul	Boise State University's Hand Talk Club 4th of July Celebration	30
6-Jul	BVDC's monthly event at Whitewater Pizza	40
2-Aug	United Cerebral Palsy training	20
Aug. 3-6	IAD 75th and ISDB 100th Celebration	350
8-Aug	Distributed donated CapTel phones to CDHH	
August	Extensive outreach with various organizations in regards to presentations and donations	9
21-Aug	Provided customer with videophone troubleshooting strategies	2
22-Aug	Provided newsletter for CDHH to distribute	
27-Aug	Canyon Area Human Rights Task Force Hispanic Farmworker Appreciation Event	2,500
August	Gathered nominations for recognizing a Deaf or Hard of Hearing Leader from Idaho	
September	Completed selection of 2006 Deaf Leader of the Year	
September	Submitted article on 2006 Deaf Leader of the Year	
September	Provided information to local business regarding Deaf Awareness Week	
September	Assisted CDHH with a customer's questions	
September	Arranged presentations and events with Human Rights Task Force and United Cerebral Palsy	
5-Sep	Presentation at an LDS Church women's Enrichment night	60
7-Sep	Trained various ISDB staff members on relay call types and services	30
7-Sep	Presented award for Idaho's 2006 Deaf Leader of the Year	30
7-Sep	Presentation at an HLAA organization in Boise on relay call types and services	6
8-Sep	Presentation on outreach activities and CapTel progress at CDHH meeting	20
9-Sep	Donated chicken and gift certificates. Put on "Deafillionaire" game at BVDC's Picnic	150
27-Sep	Moxie Java Social to introduce new National Outreach Coordinator	7
27-Sep	Ice cream social at Cold Stone Creamery to introduce new National Outreach Coordinator	30
3-Oct	HCO Outreach to a throat cancer patient	
18-Oct	Presented on relay services at a Caldwell Lion's Club Luncheon	15
19-Oct	Assisted a demonstration center on providing CapTel demonstrations.	2
20-Oct	Provided customer service to a Video Relay customer	1
20-Oct	Provided customer service to a CapTel users	2
20-Oct	Provided VRS information to the Assistive Technology Demonstration Project of Idaho	
Ongoing	Provided information to potential CapTel users	
Ongoing	Provided CapTel flyers and order forms to various agencies	
October	Initiated work on the Signing Santa project	
October	Worked on registering for Tools for Life Fair	
October	Registered for UCP's Annual Open House	
October	Arranged ad placement in ValPak	

October	Arranged a Hamilton Relay Party	
2-Nov	Hamilton Relay Party	12
2-Nov	Placed ad in ValPak	
November	Signing Santa Project	
November	Initiated planning of 2007 events with I.A.D and Boise State's Hand Talk Club	
November	Arranged for booth and presentation at UCP's Open House	

National Outreach Activities 2006

Date:	Activity	# of people
11-Feb	Deaf Nation Expo - Phoenix, AZ	2000
8-Apr	Deaf Nation Expo - Austin, TX	3,000
13-May	Deaf Nation Expo - Atlanta, GA	3500
June 29-July 2	Hearing Loss Association of America	700
June 29-July 3	National Association of the Deaf	1500

Idaho Outreach Activities 2007

Date:	Activity	# of people
1-Jul	Kentucky Deafestival	8000
3-Jan	Wrap up Signing Santa project	
January	Complete 2006 annual report	
5-Jan	Customer service to potential CapTel user	2
January	Discuss options for sponsoring a Parliamentary Procedure workshop	2
January	Preparation for the Tools for Life Fair	
January	Preparation for Dr. Seuss and ISDB Centennial celebration	
January	Review directory inserts	
January	Research IPCapTel option for CapTel and VCO users	
January	Distributed article regarding Hamilton becoming Arizona's new TRS Provider	
25-Jan	Customer service to CapTel users	3
31-Jan	Customer service to potential CapTel user	2
21-Apr	Boise Valle Deaf Fest - Boise	
8-May	Idaho Commission for the Deaf and Hard of Hearing meeting	
May 15-16	Peter Cook workshop - Hamilton sponsored	
11-Jun	ISSI - materials in participant bags	

National Outreach Activities 2007

Date:	Activity	# of people
March 3	Deaf Nation - Phoenix, AZ	
March 29-April 1	Deaf People of Color - Indianapolis, IN	
April 9-15	Deaf Seniors of America - Sea World, Orlando, FL	
April 28	Deaf Nation - Columbus, OH	
May 12	Deaf Nation - Atlanta, GA	
June 21-24	Hearing Loss Association of America - Oklahoma City, OK	
July 3-8	Black Deaf Advocates - St. Louis, MO	
August 23-25	TDI Conference - San Mateo, CA	
Sept 5-9	NASRA Conference - Missoula, MT	
Sept 8	ASL Expo - Louisville, KY	
Sept. 15	Deaf Nation - Worcester, MA	
Sept. 26-30	Association of Late Deafened Adults - Rochester, NY	
Oct. 20	ASL Expo - Atlanta, GA	
Nov. 10	ASL Expo - Pittsburgh, PA	
Dec. 8	ASL Expo - Washington, DC	

November 20, 2006

Important Information Regarding Idaho Relay

Did you know that many Idahoans who are deaf, hard of hearing, or have speech disabilities can now enjoy the convenience of communicating with family, friends or business contacts by telephone? They can, thanks to the Idaho Relay.

Here's how the Idaho Relay works:

A person who is deaf, hard of hearing, or may have a speech loss types his/her conversation using a text telephone (TDD/TTY). A specially trained Communication Assistant (CA) relays the message by reading the text message to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Hearing callers who wish to reach people who are deaf, hard of hearing or speech -- disabled may simply dial 7-1-1 or dial 1-800-377-1363. Text telephone users may also dial 7-1-1 or dial 1-800-377-3529. There is no charge for dialing 7-1-1, and all options available to Idaho Relay users through existing 800 numbers are available to 7-1-1 users. If you are experiencing trouble dialing 7-1-1 to reach the Idaho Relay, please call the local telephone company or Idaho Relay Customer Service.

Relay service is also available over the Internet. People who are Deaf, hard of hearing or speech disabled can simply go to www.hamiltonrelay.com to connect to a CA. Customers may use the same website (www.hamiltonrelay.com) or HamiltonVRS.tv from a videophone to access video relay service, where a certified American Sign Language (ASL) interpreter will relay your signed conversation to the hearing party.

Relay services are also available for people with Speech Disabilities. Speech-to-Speech service lets people with speech disabilities communicate on the telephone by using their own voice, or voice-assisted device, through the help of a specially trained CA by dialing either 7-1-1 or 1-888-791-3004.

Spanish Relay Service is available to Spanish speaking residents of Idaho. To place a Spanish relay call, dial 1-866-252-0684.

CapTel™ is ideal for people with some degree of hearing loss. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

All services are available 24 hours a day, seven days a week and enable people to place relay calls between Idaho and other locations anywhere in the United States and internationally to English and Spanish speaking persons. By law, each conversation is handled with the strictest confidentiality. There is no charge to access Idaho Relay.

To learn more about Idaho Relay, visit the website at www.hamiltonrelay.com/states/id.htm

Idaho Relay

To place a call dial 711
Or use one of the numbers below

TTY:
1-800-377-3529

Voice:
1-800-377-1363

Spanish:
1-866-252-0684

Speech-to-Speech:
1-888-791-3004

Customer Service:
1-800-368-6185 V/TTY
1006 12th Street
Aurora, NE 68818

Email: relay@hamiltonrelay.com
Web: www.hamiltonrelay.com

• Emergency Calls

Please note that 7-1-1 is only to be used to reach Idaho Relay

For EMERGENCIES you should continue to use 9-1-1

In an emergency, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have TTYs and be prepared to handle emergency calls placed in this manner. Idaho Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.



What is Idaho Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, the Idaho offers an important public service called Idaho Relay. The Idaho guarantees all citizens access to convenient, reliable options and services that enable them to communicate by telephone.

How does relay work?

Dial 7-1-1 from any phone in the Idaho or the appropriate toll-free number below to connect to the Idaho Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

Are there any charges to access the relay?

There are no charges to access the relay. You can make calls inside or outside of the Idaho. Standard long distance charges do apply, so check with your long distance provider for rate information. If you do not choose a long distance company, your call will be billed by AT&T. To discover more about long distance carriers available through Idaho Relay, contact Idaho Relay Customer Service.

CapTel™

CapTel™ is ideal for people with some degree of hearing loss. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

Emergency Calls

If you have an emergency you should use your telephone or TTY to call 911 or your local emergency service number directly.

Dial 7-1-1 OR

TTY: 1-800-377-3529

Voice: 1-800-377-1363

Speech to Speech: 1-888-791-3004

Spanish: 1-866-252-0684

Customer Service:

800-368-6185 TTY/Voice
relay@hamiltonrelay.com
www.hamiltonrelay.com

To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or Hamilton Relay Wireless, visit

www.hamiltonrelay.com



What is Idaho Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, the Idaho offers an important public service called Idaho Relay. The Idaho guarantees all citizens access to convenient, reliable options and services that enable them to communicate by telephone.

How does relay work?

Dial 7-1-1 from any phone in the Idaho or the appropriate toll-free number below to connect to the Idaho Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

Are there any charges to access the relay?

There are no charges to access the relay. You can make calls inside or outside of the Idaho. Standard long distance charges do apply, so check with your long distance provider for rate information. If you do not choose a long distance company, your call will be billed by AT&T. To discover more about long distance carriers available through Idaho Relay, contact Idaho Relay Customer Service.

CapTel™

CapTel™ is ideal for people with some degree of hearing loss. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

Emergency Calls

If you have an emergency you should use your telephone or TTY to call 911 or your local emergency service number directly.

Dial 7-1-1 OR

TTY: 1-800-377-3529

Voice: 1-800-377-1363

Speech to Speech: 1-888-791-3004

Spanish: 1-866-252-0684

Customer Service:

800-368-6185 TTY/Voice
relay@hamiltonrelay.com
www.hamiltonrelay.com

To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or Hamilton Relay Wireless, visit

www.hamiltonrelay.com



What is Idaho Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, the Idaho offers an important public service called Idaho Relay. The Idaho guarantees all citizens access to convenient, reliable options and services that enable them to communicate by telephone.

How does relay work?

Dial 7-1-1 from any phone in the Idaho or the appropriate toll-free number below to connect to the Idaho Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

Are there any charges to access the relay?

There are no charges to access the relay. You can make calls inside or outside of the Idaho. Standard long distance charges do apply, so check with your long distance provider for rate information. If you do not choose a long distance company, your call will be billed by AT&T. To discover more about long distance carriers available through Idaho Relay, contact Idaho Relay Customer Service.

CapTel™

CapTel™ is ideal for people with some degree of hearing loss. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

Emergency Calls

If you have an emergency you should use your telephone or TTY to call 911 or your local emergency service number directly.

Dial 7-1-1 OR

TTY: 1-800-377-3529

Voice: 1-800-377-1363

Speech to Speech: 1-888-791-3004

Spanish: 1-866-252-0684

Customer Service:

800-368-6185 TTY/Voice
relay@hamiltonrelay.com
www.hamiltonrelay.com

To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or Hamilton Relay Wireless, visit

www.hamiltonrelay.com



How to connect with Idaho Relay

To place a call through Idaho Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ ASCII:** 1.800.377.3529
- **Voice:** 1.800.377.1363
- **Speech-to-Speech:** 1.888.791.3004
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.866.252.0684
(Includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relayo de Idaho para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.866.252.0684 Voz/TTY
(Incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

Customer Service If you have suggestions, comments or concerns, please contact:

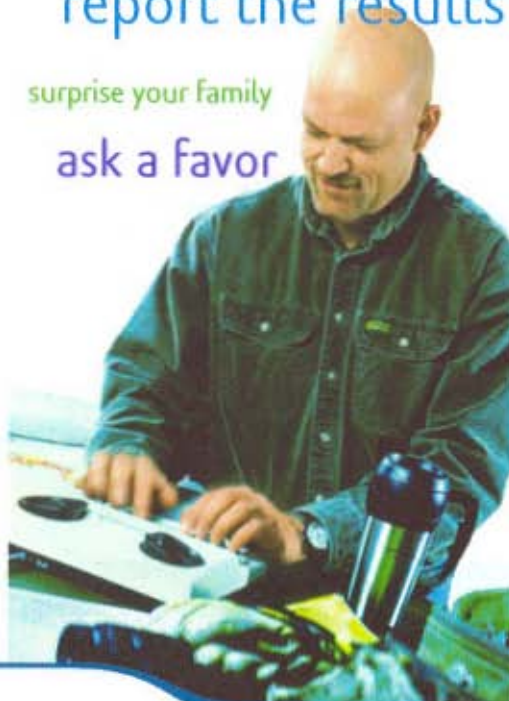
Idaho Relay Customer Service
P.O. Box 285
Aurora, NE 68818
Voice or TTY: 1.800.368.6185
Fax: 1.402.694.5110
E-mail: relay@hamiltonrelay.com

CapTel® is a registered trademark of Oticon, Inc.

INR013-076_TTY_0407

TTY (Text Telephone)

place the order
report the results
surprise your family
ask a favor



TTY (Text Telephone)

Connecting you with important people in your life.

Idaho Relay is a free, 24-hour service that

allows people who are Hearing, Deaf, Hard of Hearing,

Deaf-Blind or Speech Disabled

to communicate with each other via the telephone.

Through the use of specialized equipment, relay users

communicate freely with friends, family and businesses

who use a standard telephone.

Accessing relay with a TTY is a useful way for people who are Deaf, Hard of Hearing or Speech Disabled to place telephone calls.

TTYs (text telephones) are most often used by people who are deaf, hard of hearing or speech disabled and who do not use their speaking voice to communicate over the telephone. The TTY keyboard is used to convey the TTY user's part of the conversation—and those words are voiced by the Communication Assistant (CA). For deaf or hard of hearing relay users, the TTY screen display is used to read what the other party has said. Having a hearing loss or speech disability is no longer a barrier to independent use of the telephone.

Required Equipment You will need a text telephone, sometimes referred to as a TTY or TDD. Your telephone line may connect directly to the TTY. For further information, contact Idaho Relay Customer Service: 1.800.368.6185 Voice or TTY.

- Idaho Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

Customer Profile

A Customer Profile allows you to customize your relay calls. There are a number of benefits to creating a Customer Profile, including faster call processing, speed dialing, customized call greeting, appropriate typing speed, use of abbreviations, selection of long distance carrier and others.

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/id.htm>
or contact Idaho Relay Customer Service at
1.800.368.6185 V/TTY.

How to Make a Call Using a TTY

1. Using your TTY, dial 7-1-1 or the toll free number for Idaho Relay: **1.800.377.3529**.
2. The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and then will type "NUMBER PLS GA."*
3. If you have established a Customer Profile, the CA will automatically follow any special options or instructions in your profile. If you do not have a profile, request special options such as Voice Carry Over (VCO) or Hearing Carry Over (HCO) at this time.
4. Provide the area code and telephone number you wish to call—as well as any additional instructions—by typing them on the TTY.
5. Use the term "GA" when you are finished for the moment and it is the other person's turn to respond.
6. When you have completed your side of the conversation, type "GA to SK" and the CA will close your call.

**"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

***"SK" means "stop keying; the conversation is over."

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Idaho Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

Answering Machines and Voice Mail

- If you know you will reach an answering machine, give the CA the message to be left before the CA dials.
- If you know you will reach a switchboard, it is helpful to provide the CA with any information needed to connect you with the right person before the CA dials. (Example: extension number or department name.)
- If you are calling a number with a voice mail system—or calling to retrieve your own voice mail—and you know the numbers required to navigate the touch-tone system, provide these numbers to the CA before the CA dials. (Example: CA dial XXX-XXX-XXXX. Then dial 4,5,9.) Sharing this information will allow for a smooth calling experience.

Garbling

Garbling on a TTY can be triggered by a number of factors, including:

- Call waiting, if it is a feature on the phone line connected to the TTY
- Loud noises in the background
- Construction on the phone lines
- Low power on the TTY
- Weather
- Cracked phone couplers
- Static on the telephone line
- Improper TTY settings
- TTY shifting between letters and numbers
- Poor connection for a variety of reasons, such as if the standard user is on a cell phone and is not near a tower

Some TTYs with Auto ID send voice messages stating that "this is a TTY." This feature can garble your printed text and should be turned off prior to calling the relay.

Here are some suggestions should you experience garbling on your TTY:

- Hit a letter key a few times to reset your TTY
- Change your TTY setting to Baudot
- Check for possible noises (dog barking, music, fan, air conditioner, TV, etc.)
- Check to ensure the telephone handset fits snugly in the TTY coupler
- As a last resort, hang up and redial

If garbling continues, contact your local telephone company and ask for a technician to check your lines for possible issues. If you continue to experience issues, please contact Idaho Relay Customer Service at **1.800.368.6185** V/TTY.

Tips for TTY Users

- When you call the relay, wait until you see the CA's identification before beginning to type. Prior to that point, the CA will not have access to what you type.
- Give the CA as much information as possible at the beginning of the call, including the area code and number to dial—and any special instructions.

TTY

Deaf, Hard of Hearing or Speech Disabled Person uses specialized equipment to conduct telephone conversations, reading or listening to what the other party is saying and then typing responses.



How to connect with Idaho Relay

Voice Relay

Voice Relay

To place a call through Idaho Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ ASCII:** 1.800.377.3529
- **Voice:** 1.800.377.1363
- **Speech-to-Speech:** 1.888.791.3004
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.866.252.0684
(includes Spanish-to-Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relévo de Idaho para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.866.252.0684 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**
spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:**
1.866.744.7471 Español

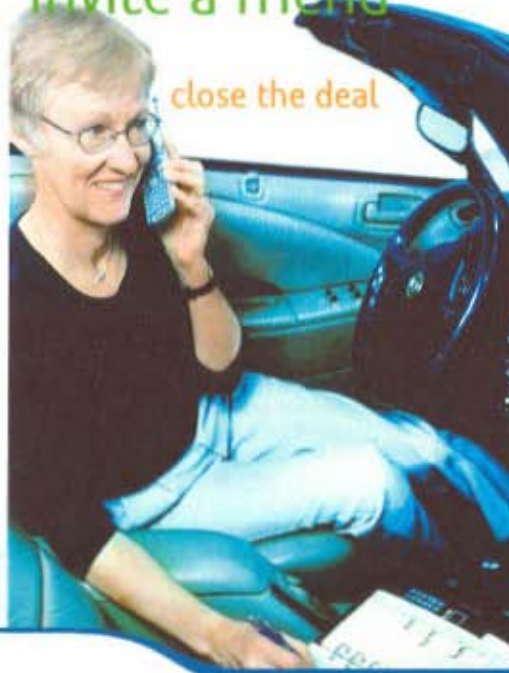
Customer Service If you have suggestions, comments or concerns, please contact:

Idaho Relay Customer Service
P.O. Box 285
Aurora, NE 68808
Voice or TTY: 1.800.368.6185
Fax: 1.402.694.5110
E-mail: relay@hamiltonrelay.com

CapTel® is a registered trademark of Ultratec, Inc.

ISSUES 4190_201604_0007

keep a promise
solve the problem
invite a friend
close the deal



Connecting you with
important people in your life.

Idaho Relay is a free,
24-hour service that
allows people who are Hearing,
Deaf, Hard of Hearing,
Deaf-Blind or Speech Disabled
to communicate with each
other via the telephone.

Through the use of specialized
equipment, relay users
communicate freely with
friends, family and businesses
who use a standard telephone.

Voice Relay is an effective service for people who use a standard telephone to communicate with people who are Deaf, Hard of Hearing or Speech Disabled.

When you place a voice call through Idaho Relay, your side of the conversation is typed by a Communication Assistant (CA) and "relayed" to the person you are calling. The CA then voices typed responses from that person for you to hear.

All calls are completely confidential. It's a simple and effective method to communicate with friends, family and business people who are important to you. It's a great way to do business or stay in touch!

Required Equipment There is no special equipment needed to make a voice relay call through Idaho Relay. You can use any type of phone anywhere. For further information, contact Idaho Relay Customer Service: **1.800.368.6185** Voice or TTY.

- Idaho Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

Making a Call

- Dial 7-1-1 or the toll-free number for the relay in Idaho: 1.800.377.1363.
- The Communication Assistant (CA) will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call—along with any special instructions.
- Once the call is connected, the CA will voice the responses from the person you have called. You should speak directly and clearly to the person you are calling.
- Remember, everything you say is being typed word for word. Background noises are also being conveyed in order to keep the deaf or hard of hearing user continually informed throughout the call.
- When you are finished with your portion of the conversation, say "Go Ahead" or "GA" to indicate it is the other person's turn to respond.
- To end your call, say "GA to SK" or simply say "Goodbye."

"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you say "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

"SK" means "stop keying, the conversation is over."

711: Easy, nationwide access to the relay.

711 is your quick connection to the relay—the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). You can dial 711 anywhere in the U.S.

Note that 711 is set up to process your call by the relay service for the state from which you dial.

Receiving a Relay Call

When you receive a call from a relay user, the CA will identify the relay and ask if you are familiar with relay. The CA will explain the relay process, if appropriate, and will then connect the call. Business owners benefit when they connect with customers who are deaf, hard of hearing or speech disabled. When you or your staff pick up the phone and hear: "This is Idaho Relay," don't hang up! Someone important is on the line.

Tips for Voice Relay Users

- Give the CA as much information as possible at the beginning of your call. This information will help the CA set up and process your call more efficiently, resulting in a smoother and more comfortable connection for you and the person you are calling.
- Along with the phone number of the person you wish to call, you can inform the CA of the type of relay feature that the person you're calling may use (Voice Carry Over, Hearing Carry Over, etc.).
- Give the CA specific long distance billing information if applicable.
- Before the CA dials the number you are calling, you may instruct the CA to ask for the person by name, and also to identify you.
- You may request a male or female CA—and as long as one is available, your request will be honored.
- After you are connected to the person you are calling, speak directly to him or her. If you speak in third person ("Tell him I will see him at 2 p.m.") the CA will type exactly what you say. It is more effective to directly say: "I will see you at 2 p.m."
- Say "Go Ahead" or "GA" each time you are finished speaking and then wait a few moments for a response. There may be a slight delay from the time you finish speaking until you hear a response.

- If you need to ask the deaf or hard of hearing user a series of questions, ask them one at a time and say "GA," wait for a response, and then ask the next question. This will give the other person a chance to respond to each question and will reduce misunderstandings.
- Because the CA is required to type everything you say verbatim, it's helpful to speak a bit slower than usual.
- CAs type everything heard, including background noises or side comments.
- CAs will indicate your tone of voice to the other person by typing: (sounds professional), (sounds friendly), (sounds upset), etc.
- Do not attempt to engage the CA in conversation. The CA's sole function is to facilitate your call—typing everything that you say. Comments that you do not want typed should be avoided.
- Some people who are deaf or hard of hearing use their own speaking voices on relay calls. This is called Voice Carry Over (VCO). When a relay user chooses VCO, you'll hear that person's voice throughout the call—and the VCO user will read your responses typed verbatim by the CA.

- Some people who are speech impaired may ask the CA to revoice what they have spoken (called Speech-to-Speech), while others who have speech impairments may type their end of the conversation and the CA will voice for them (called Hearing Carry Over or HCO). Either way, they will hear everything you say directly.
- Talk as long as you want! There is no time limit on calls.
- You may make as many consecutive calls as you wish.
- All relay calls are completely confidential.

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Idaho Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

More Information on Voice Relay Calls

For more details on Idaho Relay, visit <http://hamiltonrelay.com/traditional/711/voice/index.htm> or contact Idaho Relay Customer Service: 1.800.368.6885 V/TTY.

Voice Relay

Voice User uses a standard phone to conduct telephone calls through the relay, speaking directly to the other party.





How to connect with Idaho Relay

Voice Carry Over (VCO)

Voice Carry Over (VCO)

To place a call through Idaho Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- TTY/ASCII: 1.800.377.3529
- Voice: 1.800.377.1363
- Speech-to-Speech: 1.888.791.3004
- Spanish-to-Spanish: 1.866.252.0684

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente de Idaho Relay para obtener más información sobre la repetición telefónica en español:

- TTY/ASCII: 1.800.377.3529
- Voz: 1.800.377.1363
- Voz a Voz: 1.888.791.3004
- Español a Español: 1.866.252.0684
- Fax: 402.694.5110
- Correo Electrónico: spanish@hamiltonrelay.com

Customer Service If you have suggestions, comments or concerns, please contact:

Hamilton Relay
P.O. Box 285
Aurora, NE 68818
Voice/TTY: 1.800.368.6185
Fax: 402.694.5110
E-mail: relay@hamiltonrelay.com

open your heart
plan the party
get the details
ask a favor



Connecting you with
important people in your life.

Idaho Relay is a
24-hour service that
allows people who are Hearing,

Deaf, Hard of Hearing,
Deaf-Blind or Speech Disabled

to communicate with each
other via the telephone.

Through the use of specialized
equipment, relay users

communicate freely with
friends, family and businesses

who use a standard telephone.

Voice Carry Over (VCO) is an effective service for people who have a hearing loss and who use their voice on the phone.

VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

With VCO, you won't have to struggle to hear what others say over the phone and you enjoy the freedom of using your own voice.

Required Equipment To make a VCO call, you will need either a TTY (text telephone, sometimes called TDD) or a device made specifically for VCO calls. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

Specialized VCO equipment can be obtained in a variety of ways. The Idaho Relay Outreach Coordinator will be happy to assist you in locating equipment. Contact Idaho Relay Customer Service: **1.800.368.6185 v/tty**.

Customer Profile

A Customer Profile allows you to customize your relay calls. Using a profile can ensure that all calls made and received via relay automatically connect in VCO.

There are a number of benefits when you create a Customer Profile including faster call processing, speed dialing, customized call greeting, improved typing speed, use of abbreviations, selection of long distance carrier, automatic VCO and others.

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/id.htm>
or contact Idaho Relay Customer Service: 1.800.368.6185

Making a VCO Call Making a VCO Call Using a TTY

1. Place your telephone handset on the TTY and dial 7-1-1 or the toll-free number for Idaho Relay: 1.800.377.3529.
2. When the Communication Assistant (CA) answers, type: "VCO PLS GA."* (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA types: "VCO ON GA," pick up the handset and speak to the CA providing the number for the person you wish to call, followed by "GA." Place the handset onto the TTY immediately after saying "GA."
4. When the CA indicates that the call has connected, pick up the handset and speak to the other person. When you are ready for the other person to respond, say "GA"—and place the handset back on the TTY.
5. The CA types the response of the other person for you to read on your TTY screen. Turn-taking continues in this manner until the call is complete.
6. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

NOTE: If you prefer to keep the handset in one position for speaking rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (either at your ear or holding it as a microphone), allowing you to speak into the phone and read the text with greater convenience.

Making a VCO Call Using a VCO Device

1. Connect to Idaho Relay by dialing 7-1-1 or the toll free number: 1.800.377.3529.
2. When the Communication Assistant (CA) answers, press the button that sends a recorded VCO prompt. (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA answers with "VCO ON GA," provide the number you wish to call, then say "GA."
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.
5. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

Examples of VCO devices include the Ameriphone and Uniphone.

* "GA" (means "Go Ahead") is a term required on VCO calls for turn-taking purposes. "GA" ensures that the VCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

Receiving a Call as a VCO User

When people want to reach you by phone, they can call through Idaho Relay by dialing 7-1-1 or the toll free Voice number: 1.800.377.1363. If you don't have a Customer Profile, you will need to answer incoming calls in one of two ways:

Answering Voice First

1. Pick up the handset and say "This is a VCO call GA." (If you are using a TTY without a Y-jack or line splitter, you must put the handset onto the TTY immediately after you say "GA.")
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

Answering TTY First

1. Place the handset onto your TTY (unless you are using a VCO device or a Y-jack/line splitter) and type "VCO PLS GA." NOTE: If you have a VCO device, simply press the "VCO MSG" button which sends a recorded VCO prompt.
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

2-Line VCO

This enhanced relay feature offers you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user. This service requires two telephone lines. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/vco/index.htm>

More information on VCO Calls

For more details on VCO calls, including how to place VCO-to-TTY, VCO-to-Speech-to-Speech calls, establish call set-up and to benefit from other convenient options, visit <http://www.hamiltonrelay.com/traditional/711/vco/index.htm> or contact Idaho Relay Customer Service: 1.800.368.6185

Voice Carry Over

Deaf, Hard of Hearing or Speech Disabled Person uses specialized equipment to conduct telephone conversations, speaking directly to the other party.

Communication Assistant (CA) facilitates the conversation by typing the hearing party's side of the conversation.

Family, Friends and Businesses use a standard telephone to communicate freely.



How to connect with Idaho Relay

To place a call through Idaho Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- TTY/ASCII: 1.800.377.3529
- Voice: 1.800.377.1363
- Speech-to-Speech: 1.888.791.3004
- Spanish-to-Spanish: 1.866.252.0684

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente de Idaho Relay para obtener más información sobre la repetición telefónica en español:

- TTY/ASCII: 1.800.377.3529
- Voz: 1.800.377.1363
- Voz a Voz: 1.888.791.3004
- Español a Español: 1.866.252.0684
- Fax: 402.694.5110
- Correo Electrónico: spanish@hamiltonrelay.com

Customer Service If you have suggestions, comments or concerns, please contact:

Hamilton Relay
P.O. Box 285
Aurora, NE 68808
Voice/TTY: 1.800.368.6185
Fax: 402.694.5110
E-mail: relay@hamiltonrelay.com

Hearing Carry Over (HCO)

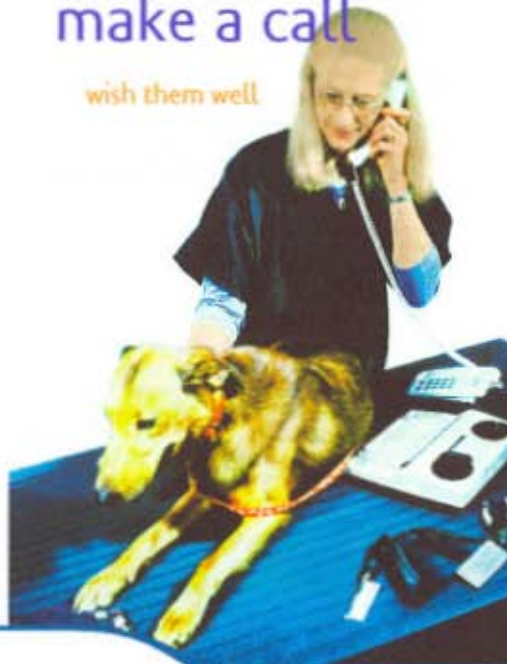
Hearing Carry Over (HCO)

tell a friend

share the news

make a call

wish them well



Connecting you with
important people in your life.

Idaho Relay is a
24-hour service that
allows people who are Hearing,
Deaf, Hard of Hearing,
Deaf-Blind or Speech Disabled

to communicate with each
other via the telephone.

Through the use of specialized
equipment, relay users
communicate freely with
friends, family and businesses
who use a standard telephone.

Hearing Carry Over (HCO) is an effective service for people who have difficulty speaking and who are able to hear on the phone.

HCO users can listen directly to the person on the other end of the phone and, through specialized equipment, type their responses to a Communication Assistant who voices those responses to the other party.

With HCO, you won't have to worry about whether your responses are being understood and you enjoy the freedom of using your own hearing while borrowing our voice.

Required Equipment To make an HCO call, you will need a TTY (text telephone, sometimes called TDD). This equipment will allow you to type your responses on a keyboard while listening directly to the other party.

Specialized HCO equipment can be obtained in a variety of ways. The Idaho Relay Outreach Coordinator will be happy to assist you in locating equipment. Contact Idaho Relay Customer Service: **1.800.368.6185 v/tty.**

Customer Profile

A Customer Profile allows you to customize your relay calls. Your profile ensures that all calls made and received via relay automatically connect in HCO mode.

There are a number of benefits to creating a Customer Profile including faster call processing, speed dialing, customized call greeting, use of abbreviations, selection of long distance carrier, and automatic HCO.

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/id.htm>
or contact Idaho Relay Customer Service:
1.800.368.6185.

Making an HCO Call

Making an HCO Call Using a TTY

- Place your telephone handset on the TTY and dial 7-1-1 or the toll-free number for Idaho Relay: **1.800.377.3529**.
- When the Communication Assistant (CA) answers, type: "HCO PLS GA." (NOTE: Having automatic HCO set up in your Customer Profile eliminates this step.)
- After the CA types, "HCO ON GA," type to the CA the number for the person you wish to call, followed by "GA." Be ready to listen for the voice of the person on the other end.
- When the CA indicates that the call has connected, place the handset in the cradle and type to the other person. When you are ready for the other person to respond, type "GA" and pick up the handset to listen to the other party.
- The CA voices what you type to the other person. Turn-taking continues in this manner until the call is complete.
- If you wish to make another call, the CA is available after you disconnect from your initial call. Simply tell the CA you want to make another call and provide the phone number.

If you prefer to keep the handset in one position for listening rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (at your ear to listen to the other party), allowing you to type your side of the conversation with greater convenience.

"GA" ("Go Ahead") is a term required on HCO calls for turn-taking purposes. "GA" ensures that the HCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn. The same is true for the CA (before and after the call) and the standard telephone user. "GA" is the standard way for either caller and the CA to indicate they are done conversing for the moment.

Receiving a Call as an HCO User

When people want to reach you by phone, they can call through Idaho Relay by dialing 7-1-1 or the voice number: **1.800.377.1363**. If you have created a Customer Profile, calls you receive through the relay will automatically be processed as HCO calls.

If you don't have a Customer Profile, you will need to answer incoming calls in the following way:

- Connect your TTY and type a message that says: "HCO PLS GA." The CA will then connect Hearing Carry Over and type: "HCO ON GA." Your call can then proceed as usual.

Idaho Relay can also facilitate calls for HCO users who want to contact TTY users. To make an HCO to TTY call, dial the relay and inform the CA that you are calling a TTY user. Once the call is connected, you will be able to listen just as you would on a regular HCO call, and type your response directly to the TTY user.

2-Line HCO

This enhanced relay feature gives you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to voice the typing of the HCO user. This service requires two telephone lines, allowing for more natural conversations. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linehco/index.htm>

911 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using relay.

More information on HCO Calls

For more details on HCO calls, including how to place HCO to TTY and HCO to Speech-to-Speech calls, visit <http://www.hamiltonrelay.com/traditional/711/hco/index.htm> or contact Idaho Relay Customer Service: **1.800.368.6185**.

Tips for HCO Users

- Do not start typing until you see "HCO ON GA" on the screen or until you hear the CA indicate that Hearing Carry Over has been activated.
- Once the call is connected, everyone on the call will be able to hear each other.
- Type "GA" each time you are finished typing and are ready for a response.
- You may make as many consecutive calls as you wish.
- When you are receiving a relay call and do not have a Customer Profile established, the CA is waiting for you to indicate that you wish to place an HCO call. You can do so by typing "HCO PLS GA" on your TTY.
- Every time an HCO call is placed, the CA will ask the person being called if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the call begins.

Hearing Carry Over

Speech Disabled Person uses specialized equipment to conduct telephone conversations, listening to the other party and typing responses.



Communication Assistant (CA) facilitates the conversation by voicing what the text user types to the other party.

Family, Friends and Businesses use a standard telephone to communicate freely.



How to connect with Idaho Relay

Speech-To-Speech

Speech-To-Speech

To place a call through Idaho Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY/ ASCE:** 1.800.377.3529
- **Voice:** 1.800.377.1363
- **Speech-to-Speech:** 1.888.791.3004
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.866.252.0684
(Includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente del Relato de Idaho para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.866.252.0684 Voz/TTY
(Incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**
spanish@hamiltonrelay.com
- **Departamento de Servicio al Cliente:**
1.866.744.7471 Español

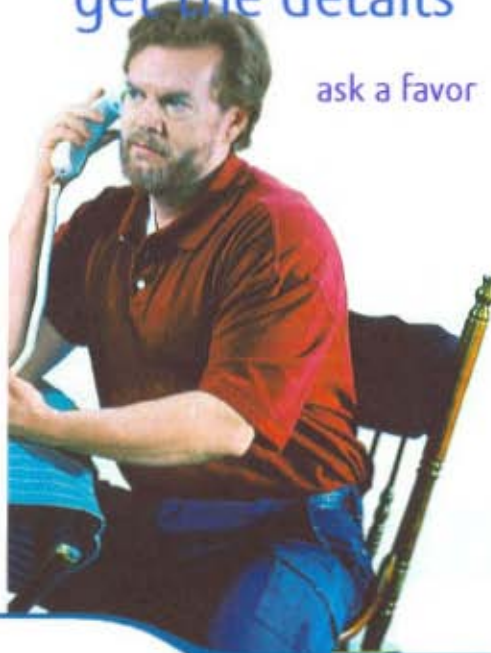
Customer Service If you have suggestions, comments or concerns, please contact:

Idaho Relay Customer Service
P.O. Box 285
Aurora, NE 68808
Voice or TTY: 1.800.368.6185
Fax: 1.402.694.5110
E-mail: relay@hamiltonrelay.com

CapTel® is a registered trademark of Illinois, Inc.

200905-0000_2009_0001

invite a friend
reschedule the meeting
get the details
ask a favor



Connecting you with
important people in your life.

Idaho Relay is a free,
24-hour service that

allows people who are Hearing,
Deaf, Hard of Hearing,
Deaf-Blind or Speech Disabled

to communicate with each
other via the telephone.

Through the use of specialized
equipment, relay users

communicate freely with
friends, family and businesses

who use a standard telephone.

Speech-to-Speech (STS) is a relay service for people who have a difficult time speaking or being understood on the phone.

Speech-to-Speech relay utilizes specially trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers who may have cerebral palsy, stroke complications, voice disorders or other speech disabilities.

The CA voices the STS user's side of the conversation as needed, so both relay users no longer have to worry if both sides of the conversation are being understood.

Required Equipment There is no special telephone equipment needed for Speech-to-Speech calls since you can use your own voice or voice synthesizer to speak to the person on the other end of the call. For further information, contact Idaho Relay Customer Service: **1.800.368.6185** Voice or TTY.

- Idaho Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

Dedicated Speech-To-Speech Number: 1.888.791.3004

Customer Profile

Since you dial a designated Speech-to-Speech (STS) number to place a call, your call is already identified as an STS call. There are many additional benefits to creating a customer profile, including faster call processing, speed dialing, customized greeting, selection of long distance carrier and others.

To create a Customer Profile, visit:
<http://www.hamiltonrelay.com/states/id.htm>
or contact Idaho Relay Customer Service:
1.800.368.6185 V/TTY.

Making a Speech-to-Speech Call

- Dial the toll-free Speech-to-Speech number for Idaho Relay: 1.888.791.3004.
- Give the Speech-to-Speech Communication Assistant (CA) the number you wish to call, plus any special instructions.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed. If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- The CA will work closely with you to ensure your entire conversation is understood by revoicing your part of the conversation as you request.
- The CA will revoice three- or four-word segments unless you request otherwise.

- The CA will clarify anything that is not clear before revoicing.
- It is helpful if you pause while the CA revoices.
- Take your time. There is no time limit for your calls.
- You or the person you are talking with may request that the CA remain in the background. This option is especially beneficial when calling family, friends or others who are more familiar with your speech. If you need the CA to begin revoicing at any time during the call, you may request the CA to do so.
- Say "Go Ahead" or "GA" each time you are finished speaking and are ready for a response.
- The call will proceed in this manner until you complete the call.
- You may make as many consecutive calls as you want.
- You are in charge of your call. You may request a male or female CA—and as long as one is available, your request will be honored.

"GA" ("Go Ahead") is a term used in relay calls for turn taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

Voice Carry Over/ Speech-to-Speech (VCO/STS)

VCO/STS is designed for people who are hard of hearing or Deaf and have a speech disability. The relay user can make or receive phone calls using his or her own voice or voice synthesizer, and read everything said by the voice caller on a text telephone (TTY) or VCO device.

To make a VCO/STS relay call:

Making a VCO/STS is similar to making a standard Speech-to-Speech call with these special differences:

- Dial the Speech-to-Speech number for Idaho Relay using your TTY or VCO phone: 1.888.791.3004.
- Request VCO or complete a VCO profile with Customer Service.
- After the CA acknowledges that VCO is on, give the CA the number you wish to call plus any special instructions.
- The STS CA will type to you and ask if you are familiar with STS. The CA will explain if necessary.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- When you see "GA" from the CA, say your first phrase or sentence followed by "Go Ahead."
- The CA will type what you said back to you adding "CORRECT QO** GA" at the end of the phrase or sentence. If you say "Yes, GA," the CA will type "(REVOICING NOW...)" and revoice your entire phrase or sentence to the person you are calling.

- The CA will type the response of the standard telephone user back to you.
- The call will proceed in this manner until you complete the call.

**QO is used when asking a question, as an alternative to a question mark.

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Idaho Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

More Information on Speech-to-Speech Calls

For more details on Speech-to-Speech calls, including how to place VCO-to-Speech-to-Speech calls and convenient options available, visit <http://www.hamiltonrelay.com/traditional/711/speechtospeech/index.htm> or contact Idaho Relay Customer Service: 1.800.368.6185 V/TTY.

Speech-to-Speech

Speech Disabled Person uses a standard phone to conduct telephone conversations, speaking directly to the other party.



Communication Assistant (CA), specially trained in a variety of speech patterns, facilitates the conversation by revoicing as needed or as directed.



Family, Friends and Businesses use a standard telephone to communicate freely.

Cómo conectarse con el Relievo de Idaho

Para hacer una llamada del Relievo de Idaho, llame a uno de los números gratuitos de abajo:

- Español: 1.866.352.0684 (incluye español a español y la traducción del inglés al español)
- Capitel: Para comunicarse con un miembro de Capitel, marque 1.866.297.3362 Español
- Departamento de Servicio al Cliente: 1.866.744.7471 Español
- Correo electrónico: spanish@hamiltonreelid.com

Para obtener instrucciones completas sobre la manera de hacer cualquier tipo de llamada de relievo visite www.hamiltonreelid.com. O llame al Departamento de Servicio al Cliente del Relievo de Idaho al 1.866.744.7471 y un representante de servicio al cliente estará encantado de ayudarlo.

Si tiene sugerencias, comentarios o inquietudes por favor póngase en contacto con el Departamento de Servicio al Cliente del Relievo de Idaho usando la información de contacto de abajo:

**Departamento de Servicio al Cliente
del Relievo de Idaho**

P.O. Box 285

Aurora, NE 68868

1.866.744.7471 Español

Fax: 1.608.827.0427 Español

Correo electrónico: spanish@hamiltonreelid.com

El Relievo de Idaho es un servicio ofrecido por el Relievo de Hamilton de Aurora, Nebraska. Este servicio es un programa de relievo de voz que permite a las personas con problemas auditivos o del habla, el Relievo de Hamilton ha estado ofreciendo servicios de relievo telefónico desde 1990 y ha desarrollado una reputación como proveedor de un servicio al cliente excepcional, una tecnología avanzada, educación especial en el campo del relievo telefónico y asistentes de comunicación profesionales.

Capitel es una marca registrada de Hamilton, NE.

HAMILTON

Nebraska

Nebraska

010403-010_010g0401_2009

Obtenga los detalles

**abra su corazón
reporte los resultados**



planifique la fiesta



pida un favor



El Relievo de Idaho es un

servicio gratuito disponible las

24 horas, que permite que las

personas sordas, con problemas

auditivos, sordas ciegas o con

problemas del habla se

comunique con las personas con

otras por teléfono. Mediante el

uso de equipo especializado,

los usuarios del relievo

telefónico se comunican

libremente con amigos,

familiares o empresas que

usen un teléfono normal.

No cuelgue. Cuando descolgue el teléfono y diga "Este es el Relievo de Idaho ..." no cuelgue. No es un vendedor por teléfono. Es un cliente, socio comercial o conocido que quiere hablar con usted.

Conectándolo con personas importantes en su vida

Cuando se hace una llamada por medio del Relievo de Idaho, un asistente de comunicación facilitará la llamada. Usando un teléfono TTY (llamado también un teléfono TDD o un teléfono de texto), las personas que no oyen y/o hablan escriben su conversación y el asistente de comunicación comunica verbalmente lo que se escribe. Cuando el usuario que está usando un teléfono convencional responde, el asistente de comunicación escribe todo lo que oye. Los asistentes de comunicación actúan como un vínculo invisible entre las dos personas.

Se mantiene la estricta confidencialidad de todas las llamadas. Los asistentes de comunicación no hacen comentarios ni responden preguntas sobre la conversación, ni se involucran de cualquier otra manera. Como lo exige la ley, los asistentes de comunicación no pueden divulgar información proveniente de una conversación de relievo telefónico ni se guarda registro alguno de las conversaciones.



Acceso y Cargos. Conéctese con el relievo telefónico llamando al número gratuito (enumerados en el panel trasero). El Relievo de Idaho se encuentra disponible 24 horas al día, 7 días a la semana, sin restricciones en cuanto a la duración o el número de las llamadas hechas. Los cargos de larga distancia son aplicables a todas las llamadas de larga distancia.

Opciones diseñadas para conectarlo de la mejor manera posible

El Relevo de Idaho ofrece diversas opciones de conexión:

TTY (Teléfono de Texto) El relevo telefónico tradicional es un gran servicio para las personas que usan un teléfono TTY, ya que pueden escribir su parte de la conversación y leer las respuestas de la otra persona.

Voice Carry Over (VCO) Un servicio efectivo para las personas con una pérdida auditiva que usan su voz para hablar por teléfono. Los usuarios hablan directamente con la persona que están llamando y leen lo que dice la otra persona usando un equipo especializado.

Hearing Carry Over (HCO) Un servicio confiable para las personas con discapacidades del habla. Los usuarios oyen directamente a la persona que están llamando y escriben sus respuestas para la otra persona usando un equipo especializado.

Speech-to-Speech Un servicio que es particularmente beneficioso para las personas que oyen y tienen un trastorno del habla. El usuario del servicio Speech-to-Speech determina el nivel de servicio con el asistente de comunicación, el cual puede incluir la repetición y aclaración.

cuente su historia

comparta su vida

reprograme la reunión

obtenga los detalles

Información adicional sobre el Relevo de Idaho:

Perfiles de Cliente El Departamento de Servicio al Cliente puede fijar preferencias automáticas para el tipo de llamada, los números de discado rápido, el servicio de larga distancia y otra información que le permite al asistente de comunicación conectar su llamada con rapidez y exactitud.

Para crear un perfil de cliente visite <http://www.hamiltonrelay.com/states/id.htm> o póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Idaho llamando al 1.866.744.7429 Español.

Opciones Adicionales de Conexión Incluyendo Turbo Code, ASCII y voz.

Teléfonos Públicos La Comisión Federal de Comunicaciones ordenó que todas las llamadas de relevo locales hechas desde un teléfono público sean gratuitas. Simplemente marque el número gratuito para hacer una llamada de relevo. Cuando haga una llamada de larga distancia desde un teléfono público al asistente de comunicación se le deberá proveer una forma de pago para la llamada (por ejemplo una tarjeta telefónica). No se pueden usar monedas para una llamada de relevo de larga distancia desde un teléfono público.

Llamadas de Emergencia En caso de una emergencia, llame al número TTY de los servicios de emergencia locales. El Relevo de Idaho hará todo lo posible para ayudarlo en una emergencia. Tome en cuenta que los centros de relevo telefónico no son centros 911 y no asumen la responsabilidad por las llamadas.

Cumplidos,

Quejas Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Idaho.

Relevo de Idaho (véase el recuadro de atrás). Además, la Comisión Federal de Comunicaciones se encuentra disponible para servirle en relación con las cuestiones concernientes al relevo.

Visite www.fcc.gov/cgb/complaints.html





How to connect with Idaho Relay

Captioned Telephone (CapTel™)

Captioned Telephone (CapTel™)

To place a call through Idaho Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- TTY/ASCL: 1.800.377.3529
- Voice: 1.800.377.1363
- Speech-to-Speech: 1.888.791.3004
- Spanish-to-Spanish: 1.866.252.0684

For complete instructions on how to place any type of relay call, visit www.hamiltonrelay.com.

Póngase en contacto con el Departamento de Servicio al Cliente de Idaho Relay para obtener más información sobre la repetición telefónica en español:

- TTY/ASCL: 1.800.377.3529
- Voz: 1.800.377.1363
- Voz a Voz: 1.888.791.3004
- Español a Español: 1.866.252.0684
- Fax: 402.694.5110
- Correo Electrónico: spanish@hamiltonrelay.com

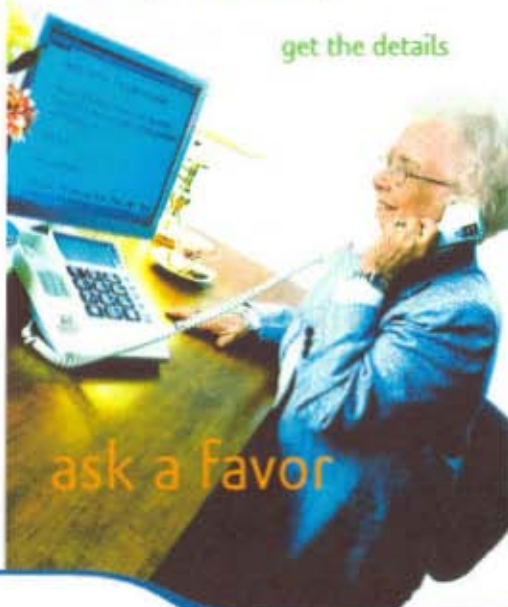
Customer Service If you have suggestions, comments or concerns, please contact:

Hamilton Relay
P.O. Box 285
Aurora, NE 68808
Voice/TTY: 1.800.368.6185
Fax: 402.694.5110
E-mail: relay@hamiltonrelay.com

discover the answer
tell your story

get the details

ask a favor



Connecting you with
important people in your life.

Idaho Relay is a
24-hour service that
allows people who are Hearing,
Deaf, Hard of Hearing,
Deaf-Blind or Speech Disabled
to communicate with each
other via the telephone.

Through the use of specialized
equipment, relay users
communicate freely with
friends, family and businesses
who use a standard telephone.

CapTel™ greatly benefits people who have understandable speech and some degree of hearing loss.

CapTel is especially helpful for:

- People who have a hearing loss and find it difficult to understand telephone conversations
- People who use hearing aids or assistive listening devices
- People who are Deaf or Hard of Hearing with understandable speech

CapTel allows the user to receive voice and text in real time through specialized equipment. With CapTel, you won't have to struggle to hear what others say on the phone. You have the opportunity to supplement your residual hearing by viewing captions on your phone's screen for added clarity. You also enjoy the freedom of using your own voice during phone conversations. CapTel is truly an interactive calling experience!

Required Equipment To make a CapTel call, you will need a Captioned Telephone. This unique equipment allows you to simultaneously read telephone conversations on a screen and respond using your own voice.

The Idaho Relay Outreach Coordinator will be happy to assist you in obtaining equipment. Contact Idaho Relay Customer Service: 1.800.368.6185 v/tty.

How CapTel™ Works

Using a *CapTel* phone is very much like using a standard telephone. You dial the number of the person you are calling directly. As you dial, the *CapTel* phone automatically connects to the captioning call center.

When the other party answers, you have access to everything the caller says. Behind the scenes, a specially trained operator at the captioning call center converts everything the other party says into written text. This text appears on a bright, easy-to-read display screen built into your *CapTel* phone.

The captions appear with just a slight delay after the spoken word, allowing you to understand everything that is said—either by hearing it or reading it.

Making a CapTel Call

- Dial the number of the person you are calling directly.
- When the other party answers, you will hear the caller's voice and receive captions almost simultaneously.
- Conduct your conversation as you would on a standard telephone.
- When you are done with the call, simply hang up the phone.

Receiving a CapTel Call as a CapTel User

- When your *CapTel* phone rings, simply answer the phone and captions will appear shortly thereafter.

Calling a CapTel User

- Dial toll free 1.877.243.2823.
- Following the recorded prompt, dial the *CapTel* user's area code and phone number.
- Your call will be immediately connected.

Receiving a Call from a CapTel User

- There may be a slight delay in the *CapTel* user's response as they read captions.

2-Line CapTel

This exciting service, which requires two telephone lines, provides advanced features not available with 1-Line *CapTel*. For a comparison of features, please refer to the chart in this brochure. Check with the your state's Relay Outreach Coordinator to see if 2-Line *CapTel* is available in your state.

1-Line CapTel

2-Line CapTel

Number of Lines	How Calls are Managed	Requires one standard (analog) telephone line.	Requires two standard (analog) telephone lines.
Captioning	Outgoing Calls	Spoken conversation and captions provided through one telephone line. Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on."	Spoken conversation is provided on one line; captions provided on the second line. Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Calling a CapTel User	Outgoing calls are automatically routed through the <i>CapTel</i> call center. People calling the <i>CapTel</i> user must first dial the toll-free number for <i>CapTel</i> ; then dial the <i>CapTel</i> user's phone number when prompted.	Both incoming and outgoing calls are automatically routed through the <i>CapTel</i> call center. People calling the <i>CapTel</i> user dial that person's number directly.
Calling Features	911/711 Calls	Call waiting and automatic call back ("66") not available. 911 and 711 calls are processed as Voice Carry Over (VCO) calls. <i>CapTel</i> users cannot hear the 911 operator or Communication Assistant (CA) as they read captions and must take turns speaking using "Go Ahead" or "GA."	Call waiting and automatic call back ("66") can be used. 911 and 711 calls are captioned through the <i>CapTel</i> call center. Spoken conversation is received through one line, while captions are provided through the second line.

Captioned Telephone (CapTel™)

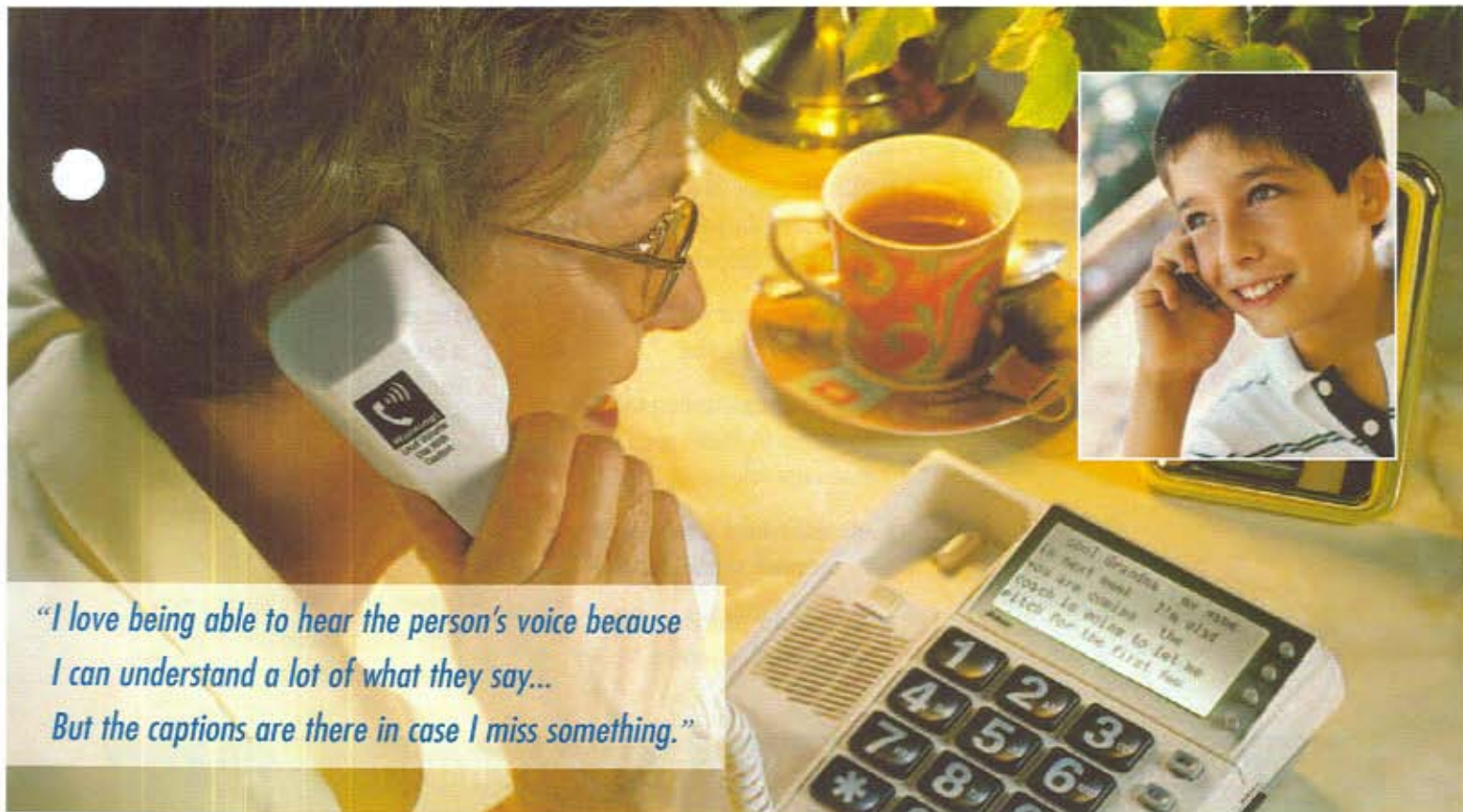
CapTel User uses a special telephone that includes a screen which displays text of the other party's conversation. User has the opportunity to both hear and read the other party's conversation.



Captioning Center Operator
converts everything the standard phone user says into written text.

Family, Friends and Businesses
use a standard telephone to communicate freely.





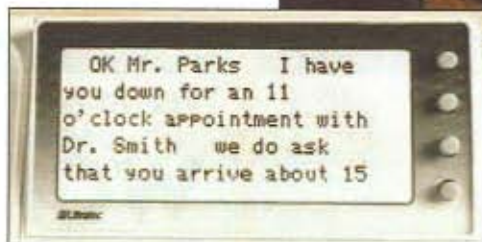
"I love being able to hear the person's voice because I can understand a lot of what they say... But the captions are there in case I miss something."

Enjoy Your Telephone Conversations Again!

CapTel™ Makes it Possible.

Ideal for people with some degree of hearing loss, the CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. CapTel users can listen to the caller, and can also read the written captions for added clarity.

Perfect for anyone who uses hearing aids or who finds it difficult to hear/understand clearly on the telephone.



Everything your caller says appears in the CapTel phone display screen.

Understand every word on the phone with the help of written captions. CapTel makes it possible.

CapTel™
by Ultratec

**EXCLUSIVE
\$99 LIMITED TIME
OFFER FOR IDAHO
RESIDENTS**

Try CapTel for 90-Days risk free!



CapTel – The Telephone That Shows You Captions

- Calls are made in a natural manner – simply dial the telephone number directly for the person you are calling
- Captions appear on the bright, easy-to-read display
- Powerful amplification with volume boost (up to 35dB) gives you maximum volume
- Adjustable tone & volume control for optimum sound clarity
- Captions are provided, free, by a captioning service
- You can review captions during or after a call (500 lines of memory can be reviewed after hanging up)
- You can use CapTel with headsets, a neckloop, a cochlear implant patch cord, or other assistive listening devices
- Easy access to voice mail, phone menu systems, and answering machine messages
- Optional USB Port lets you view large print captions on your computer monitor

SPECIAL EXCLUSIVE OFFER – MADE POSSIBLE BY HAMILTON RELAY 90-Day Trial Period – No Risk Offer

We're so convinced that you will benefit from CapTel service, Hamilton Relay has arranged, for a limited time only, to make CapTel phones available for just \$99.00 (normally a retail value of \$495.00). Now is your chance to try CapTel – at no risk! Our 90-day guarantee means that if you are not entirely happy with CapTel, simply return the phone for a full refund. Give CapTel a try!

This limited time offer is only available to Idaho residents.

☒ **YES!** I want to try a new CapTel phone at the special price of \$99.00 (courtesy of Hamilton Relay). I understand that I can return the phone at any time within 3 months to receive a full refund.

ORDERED BY/BILL TO:

Name: _____
Address: _____
City: _____
State: _____ Zip: _____
Phone: (_____) _____ ☐ Voice ☐ TTY
Email: _____

SHIP TO (IF DIFFERENT THAN "ORDERED BY"):

Name: _____
Address: _____
City: _____
State: _____ Zip: _____
Phone: (_____) _____ ☐ Voice ☐ TTY
Email: _____

PAYMENT METHOD

☐ CapTel Phone (includes 1-year limited warranty) \$99.00
☐ Optional USB Port (add \$45)
☐ Optional Extended Warranty
(add \$29 per year, up to 4 years)
Shipping + \$7.50

TOTAL AMOUNT DUE:

☐ Check or money order enclosed, payable to WCI.
☐ Charge to credit card: ☐ VISA ☐ M/C ☐ DISCOVER

Account # _____ Exp. Date _____ CCV # _____
Signature _____

SEND ORDER TO:

WEITBRECHT COMMUNICATIONS, INC.



926 Colorado Avenue
Santa Monica, CA 90401-2717

TOLL FREE:
1-800-233-9130 (V/TTY)

(310) 656-4924(V/TTY) • Fax: (310) 450-9918

www.weitbrecht.com

email: captel@weitbrecht.com